



CIT CAMPUS – WODEN

BUSINESS
PARTNERSHIP
PLAN

SEPTEMBER 2022

INTRODUCTION

The CIT Campus – Woden project will deliver a modern Canberra Institute of Technology (CIT) campus, new public transport interchange, and additional community and commercial services to the Woden Town Centre.

CIT Woden will be a purpose-built vocational educational and training facility, providing excellence in education and learning outcomes for 6500 students each year.

The public transport interchange will support significantly improved bus services while enhancing public transport connectivity and safety to the area – with more bus stops, passenger-friendly shelters and enhanced lighting and signage.

To keep Canberra moving, the transport interchange will also incorporate a light rail stop for Woden, ensuring the interchange is light rail ready for the network’s future extension to Woden.

A youth foyer with up to 20 beds will also be delivered as part of the new campus to support young people who are at risk of, or are experiencing homelessness, by providing accommodation, support services and opportunities to pursue education and training in the one location.

The purpose-built CIT facility will be built on the site of the existing Woden bus interchange, with the new public transport interchange to be built on Callam Street.

Purpose of this document

This Business Partnership Plan has been drafted under the ACT Government’s Business Partnership Policy for major ACT Government infrastructure projects. It sets out the initiatives Major Projects Canberra is currently implementing with local businesses as well as future initiatives which will be implemented as construction works ramp up on the transport interchange and CIT campus (packages 2 and 3).

CIT Campus - Woden – Construction process

The project is being procured/delivered in four packages of work.

Package 1 Bus layovers and ancillary road works.	CONSTRUCTION COMMENCED
Package 2 Public transport interchange, including a light rail terminus to be used as a bus stop until Light Rail to Woden becomes operational.	EARLY WORKS CONSTRUCTION COMMENCED & DESIGN UNDERWAY
Package 3 The new CIT Campus Woden. This is the main works package and includes a ‘youth foyer’, pedestrian boulevard, Bowes /Bradley Street shared-zone connection and public spaces.	DESIGN UNDERWAY
Package 4 A new Yurauna Centre to be built at the CIT Bruce campus to replace the facility to be vacated at the CIT Reid campus.	PLANNING UNDERWAY

BUSINESS PARTNERSHIPS

The CIT Campus -Woden project is expected to bring more than 6500 students into Woden each year and deliver significant and lasting benefits to local businesses in and around the Woden Town Centre.

This Business Partnership Plan sets out the activities and support services being implemented during the construction of packages 1-3 of this project to address potential disruption for local businesses.

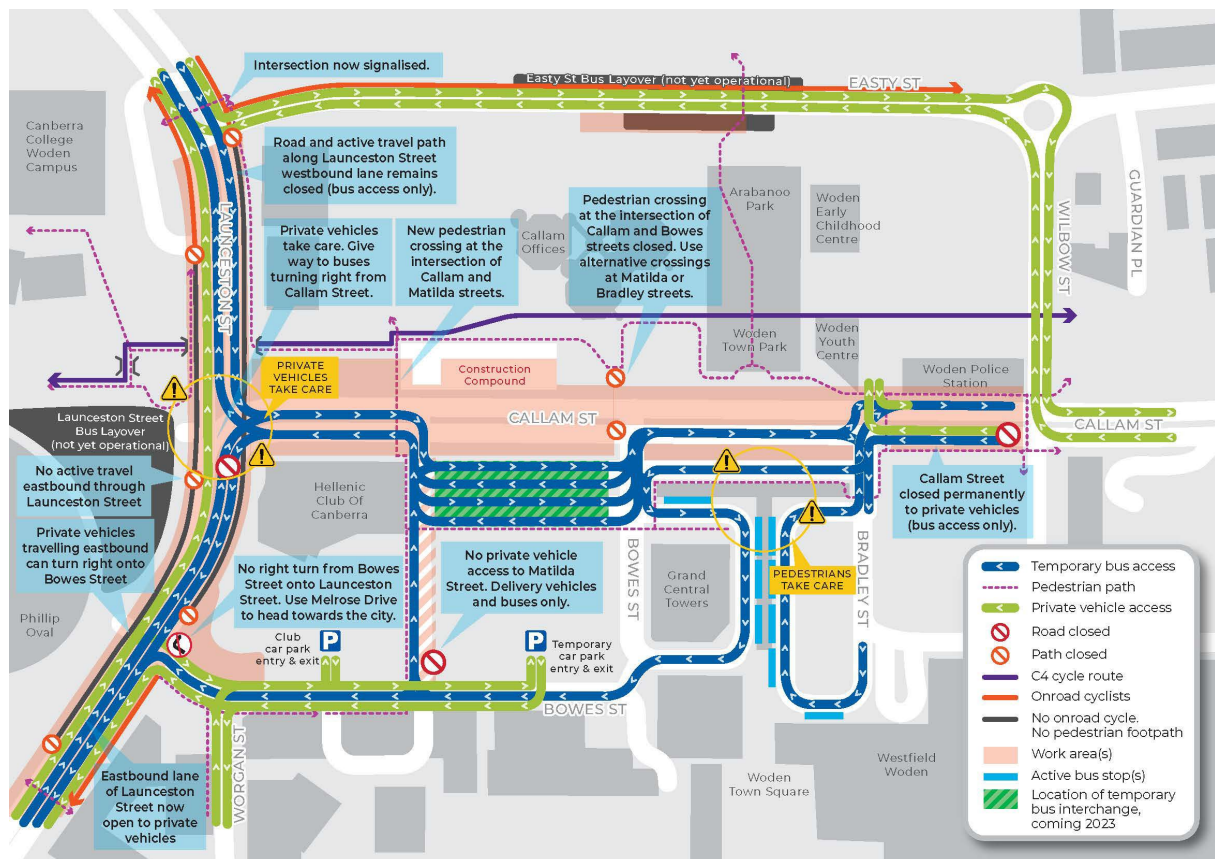
Eligible businesses

For the purposes of this Plan, an ‘eligible business’ is a business that physically operates in the immediate area around the project’s main construction zones. The map below outlines the general area impacted by construction works.

Eligible businesses range from large employers in the area such as ACT and Federal health departments to local small-to-medium businesses and nearby apartment residents.

A list of identified eligible businesses under this Business Partnership Plan. This list will continue to evolve over the life of the project and, as such, will be reviewed quarterly to ensure changes to construction impacts and/or business operations are being responded to appropriately.

The ACT Government recognises that some businesses further afield may also be impacted by flow-on construction impacts and in these instances would be eligible for outreach communications and business relationship management.



Overview of proposed partnership initiatives

The following table summarises the partnership initiatives the ACT Government will plan and undertake with eligible businesses under this Plan:

Short Title	Short Description	Period
Business Relationship Manager	Central point of contact within the ACT Government for project information and support.	Ongoing until project completed
Construction notices and scheduling	Working with businesses to provide timely notice of construction activity and where possible, co-ordinate the timing of construction activities.	Ongoing until project completed
Hoardings and wayfinding	Working with businesses to enhance wayfinding and signage to help ensure community and customers have clear direction on how to access businesses in a safe way.	Ongoing until project completed
Information for businesses and their customers	Regular and consistent provision of project and construction information and disruption maps that can be shared with customers and patrons.	Ongoing until project completed
Preferred supplier initiatives	Prioritising local procurement and suppliers where possible, and encouraging the project's construction partners and businesses to use local businesses impacted by construction.	Ongoing until project completed
Business Activation Program	Working with businesses to attract customers during construction and ensure the area remains attractive, safe and easy to navigate for community use. Program to be determined working with partners such as ScentreGroup, Hellenic Club or SLA.	Underway, with activities increasing from 2023 until project completed

These business partnership initiatives are described in the next section of this document.

Note: In accordance with the ACT Government's *Business Partnership Policy – Major Projects*, the ACT Government does not make direct financial payments to businesses affected by the construction of public infrastructure, nor does the ACT Government provide payment relief in relation to rates, taxes, rents or other charges payable to the ACT Government.

Business Relationship Managers

What will a Business Relationship Manager do?

A Business Relationship Manager is an ACT Government representative who will act as a central point of contact for all your needs in relation to the project. This person can:

- be your point of contact on the project and coordinate any correspondence, meeting or activities;
- provide information regarding the project, including the provision of information about timing and scope of key construction activities;
- receive questions, feedback, complaints or compliments regarding the project.

How to obtain a Business Relationship Manager

Business relationship managers regularly contact businesses in the construction area. If you have not yet been contacted, let us know by emailing CITcampuswoden@act.gov.au

Construction notices and scheduling

How will the construction schedule be developed?

The Early Works construction program has been developed in consultation with local businesses, with adjustments made on a case-by-case basis to help mitigate impacts to local businesses and operations. These works will be ongoing until late 2022, and engagement on program, construction approach and impacts will continue on a regular basis until the works are completed.

The program for undertaking the main construction works will be developed by the ACT Government's delivery partner and will incorporate feedback received to date on access and operations. Businesses will be fully informed on the proposed construction schedule and provided regular status updates ensuring their feedback is considered and where possible incorporated into the construction approach.

To ensure you stay informed on construction activity in the work zones, we encourage you to sign up for the bi-monthly Construction Look Ahead, delivered to your inbox. [Sign up here](#).

Hoardings and wayfinding

When will hoardings be established?

Hoardings and signage have been established as part of current works and will continue to change and evolve as works progress. Your Business Relationship Manager will work with your business to ensure wayfinding and signage provides clear and safe direction for customers, patrons and the community.

If you need to discuss wayfinding in more detail, please contact your Business Relationship Manager or email CITcampuswoden@act.gov.au

Information for businesses and customers

What information will be made available for my customers, and when?

Your Business Relationship Manager is happy to discuss any tailored requirements your business may need to communicate changes, access or progress to your customers.

Project information will be readily available to the public through a variety of channels. This includes a website and several project and construction updates and collateral that we can deliver to your business in a printed or electronic format for distribution to patrons and customers.

Your Business Relationship Manager can also work with you to develop tailored information in formats that are easily shared, including maps, posters and social media tiles. An information space has also been established in the Woden Town Square called the Woden Renewal Hub. This space is open Tuesday to Friday between 11am and 2pm. Businesses and the community can visit the Woden Renewal Hub to learn more about the project and ask questions. Your Business Relationship Manager will regularly be available in this space to discuss any issues or concerns you may have.

Preferred supplier initiatives

What preferred supplier opportunities exist?

Where appropriate, Major Projects Canberra and its construction partners will ensure local business are prioritised as preferred suppliers for the project.

A preferred supplier list is distributed to the various businesses involved in the Project. Preferred suppliers can offer a range of goods and services, including catering, accommodation and meeting/conference facilities.

How to become a Preferred Supplier?

To discuss how your business could become a preferred supplier, please contact your Business Relationship Manager or email CITcampuswoden@act.gov.au

Business Activation Program

What is a Business Activation Program?

A Business Activation Program will involve partnerships and programs between the ACT Government and businesses in the area to attract customers during construction and ensure the area remains attractive, safe and easy to navigate for community use. Activations could involve one-off or ongoing events or activities, artwork, campaigns or entertainment.

The ACT Government will engage with local partners in the area to plan and prepare a program of safe and appropriate activations commencing in 2023.

How to commence business activation planning

To discuss your ideas, please contact your Business Relationship Manager or email CITcampuswoden@act.gov.au

CONTACTS

For further information regarding this Business Partnership Plan or participation in partnership activities, please email CITcampuswoden@act.gov.au

Further information on the project can also be found at [act.gov.au /citcampuswoden](http://act.gov.au/citcampuswoden)



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